New Horizons Computer Learning Centers of Hawaii
State of Hawaii Computer Training Classes

S T A T E   O F   H A W A I I
Department of Human Resources Development

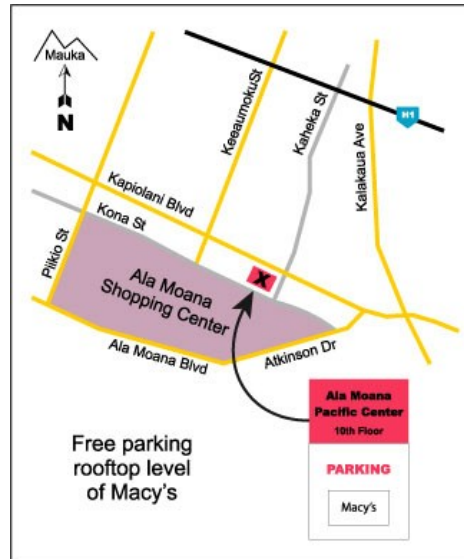10/7/2005

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1585 Kapiolani Boulevard, Suite 1000, Honolulu, HI 96814   www.nhofhawaii.com
Phone: (808) 947-4474 Facsimile: (808) 947-4494

General Information and Contacts

Location   New Horizons Computer Learning Centers of Hawaii
                                        Ala Moana Pacific Center
                                        1585 Kapiolani Boulevard, Suite 1000
                                        Honolulu, HI 96814
                                        Phone: 947-4474
                                        Fax: 947-4494

Parking

Free parking rooftop level of Ala Moana Center next to Macy's off of Atkinson Drive.

New Horizons Web Site   www.nhofhawaii.com

State of Hawaii registration web site www.nhofhawaii.com/stateclassreg

Help Line   441-3423
                                        histatecontract@nhofhawaii.com

State Account Manager & Groups   Manny Balidio
of 10 or more participants   mbalidio@nhofhawaii.com
                                        441-3418

Participant Registration   Nellie Hunt
                                        nhunt@nhofhawaii.com
                                        441-3419

Customer Billing and Invoices   Jim Kidder
Accounts Receivable   jkidder@nhofhawaii.com

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Policies and Procedures

Class Registration

All registrations for classes will be completed on the website at www.nhofhawaii.com/stateclassreg Registrations will be on a first-come first-serve basis. Registrations are done by DPO or designate.

If the number of requests exceeds capacity, acceptance and confirmation will be according to listed department priority.

Classroom courses

Departmental Personnel Office (DPO) shall submit a completed on-line registration form no later that five working days prior to the class start date. This process allows New Horizons time to confirm registrants and order course materials.

Because there are two training locations, ICSD Lab and New Horizons, it is very important the participants be aware of the class location and start time.

Internet-based Courses

Registration for internet courses uses the same registration form as the classroom courses. In the "location" enter "internet".

New Horizons will register the student and confirm registration with the DPO and the student. Student will receive User name and password. Processing time is one working day.

Once a student is registered for internet course there is no cancellation. Once a student is confirmed, the DPO will be invoiced.

Cost

The cost for all classroom courses (**ILT**- *Instructor Led Training*) is $35.00. The cost for all Internet-based (**OLA**- *Online Anytime*) courses is $25.00.

Prerequisites

Prerequisites are noted in the course outlines. New Horizons stresses the importance of completing prerequisites to ensure participants receive full value from their training. Not having prerequisites may hinder the participant's ability to grasp all the information presented in

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the class.

Class Confirmation and Rescheduling Policy

New Horizons cannot accept any online registrations without the proper authorization or the purchase order number. Incomplete on-line submissions will be returned to the department or agency. "SPO PL No. 04-20" must be clearly labeled on purchase orders issued against the computer class price list.

New Horizons will notify via email the DPO and the participant listed in each registration to confirm attendance.

Please make sure that each online registration has the e-mail addresses of both the DPO and the participant(s).

All classes must have a minimum of 5 students; otherwise that class will be rescheduled to the next available class date. Class cancellations must be made with a minimum advance notice of 5 working days.

Cancellation

New Horizons will accept cancellations up to five working days prior to the start of class.

Cancellations from the DPO can be faxed to 947-4494 or e-mailed to histatecontract@nhofhawaii.com.

Cancellations fewer than five working days prior to start of class will charged the full registration fee.

New Horizons will provide a minimum of three working days notice when rescheduling or canceling a course.

Substitutions

New Horizons will allow substitutions for classroom courses.

The DPO will verify the substitutions by sending the registration prior to the start of the class with the changes reflected and sent via fax or email.

Substitution fax or email is to include course name and date of both **original** course, participant and contact information and **new** course, participant name and contact information.

Non-registered Participants

If time permits and there are seats available in the class, the

instructor will attempt to verify enrollment. If there are no seats available, if time does not permit, or if the instructor is not able to receive verification, the participant will instructed to return to work.

Tardiness	The participant should note the starting time of the class and be at the training location ready to go at the start time.
	New Horizons will allow a confirmed participant into the class up to 30 minutes after the start time.
	If a participant should arrive after the 30 minutes, he/she will be asked to return to his/her workplace and reschedule the class for another time.
	Rescheduling will be done on a first-come first-served basis.
Payment	Payments are to be made to "New Horizons Computer Learning Centers" or "New Horizons CLC of Hawaii".
	New Horizons will issue invoices to each DPO at the address listed on the online registration. The invoices will include student, class and class date information.
Lunch Room, Refrigerator, Microwave, Free Coffee (at New Horizons location only)	A break room is provided with tables and chairs. We also provide free coffee daily, a refrigerator, a microwave, soda and snack vending machines.
Free Class Re-sit	A participant who has taken a specific classroom course will be allowed to re-sit the same course one time on a space available basis at no charge.
	Please follow normal registration processes using "RESIT" as the fee.
	The DPO will receive an e-mail confirming the availability of space for the student. If confirmed the student must bring courseware with him/her to class.
	If the student does not have a book and wishes to purchase a book at their own expense, the cost is $10 + tax.

Help Line	Participants who have taken a classroom course or an internet-based course may obtain additional help for that specific class for the duration of the contact period. Please provide all of the following information when requesting help:

- Name, email address, and contact numbers
- Name of the department
- Name of the course
- Page number and topic in the manual where the participant has a question
- Specific Question

Requests for help can be faxed, emailed, or called in to:
Phone: 441-3423
Email: histatecontract@nhofhawaii.com
Facsimile: (808) 947-4494

Responses will be made in one working day

Course Evaluation	To ensure continued exceptional service each student completes a survey at the end of each of our courses giving their opinion on our center. Areas like course material, instructor, course content, and overall presentation are just a few topics we ask for feedback.
Free Computer Labs	We have an onsite Computer Lab for students to utilize during the hours of 8:00 to 4:30 p.m. Monday through Friday.
Student Handbook	The students will be provided with a comprehensive resource guide. The instructor will tell the students at the beginning of class where to find the modules referenced in class.

The student will learn best by following the instructor. The guidebook can be used a reference material.

Internet Courses

What is Internet Learning anyway? It is taking a computer class at your convenience, on any computer with high-speed internet access.

How much time do I have to complete this class? You have one year to complete your class and retake as many times as you want.

How will I know if I passed the course? The course comes with an online assessment. We consider a score of 80% or higher as passing. You can retake all or parts of the class then take the quiz again to improve your score.

Can I do this from home, work, or both? Yes, you can take this course from any computer that has high-speed internet access.

What if I need help? There is on-line help available.

You can call or email New Horizons for additional support.

What else is available to assist me in my training? Post Messages and chat with other students taking the same classes.

Use interactive exercises.

Track your classes and scores.

Prepare to take the Microsoft Office Specialist exams and become certified!

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Here's what you need to know:

- Choose from the courses listed below.
- Register using the online form located at www.nhofhawaii.com/stateclassreg and class codes.
- Contact person will be issued a *User name and Password* for each student to get started.
- Each student has **1 year** to complete the course from any internet accessed computer.

WINDOWS $25.00
Windows 2000 – Code: YEL00WNI
Windows XP – Code: YELXPWNI

ACCESS $25.00
Access 2000 – Code: YEL00ACI
Access XP – Code: YELXPACI

WORD $25.00
Word 2000 – Code: YEL00WDI
Word XP – Code: YELXPWDI

R5 Lotus Notes $25.00
Lotus Notes – Code: YELR5LNI

POWERPOINT $25.00
PowerPoint 2000 – Code: YEL00PPI
PowerPoint XP – Code: YELXPPPI

EXCEL $25.00
Excel 2000 – Code: YEL00EXI
Excel XP – Code: YELXPEXI

INTERNET $25.00
Internet Explorer – Code: YEL50IEI

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What is Different? / What is the same?

What is Different?

- Location now near Ala Moana Shopping Center
- Breaking room has vending machines
- Elaborate Resource Guide given in classroom
- Look of on-line registration page
- New phone number/e-mail address for support and registration
- Students taking class will automatically get a 6-month e-learn package with instructor led classes
- Lotus Notes 5 to be taught instead of Lotus Notes 6
- Computer Lab available for use
- DPO will need to ask participant for class completion verification

What is the same?

- Free Parking
- Student break room available to students
- Metrics that Matter Evaluations at the end of the class
- Help line availability
- Great teachers
- Same re-sit policy
- ICSD Alakea Street classroom location

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Maps and Directions

1585 Kapiolani Boulevard,
Suite 1000
Located adjacent to the Ala Moana Shopping Center
Access the building from the Ala Moana Roof Deck parking next to Macy's

Coming from the West Side:

➢ Take H1 Freeway East to the Kinau Exit.
➢ Travel Diamond Head on Kinau Street.
➢ Take a right turn onto Keeaumoku Street.
➢ Continue down Keeaumoku Street until you see a large ramp going up to Ala Moana Center.
➢ Go to the top of the ramp and take a left turn.
➢ This will take you into the parking structure.
➢ You will see a ramp to your left that will take you to the roof parking deck.
➢ Macy's is located on the Oceanside of the Roof Deck Parking area.
➢ Ala Moana Pacific Center is the Blue/Green Glass Building on the Mountainside.
➢ Park in the lot and take the escalator to the elevator in the center of the building.
➢ New Horizons in located on the 10th Floor.

Coming from the East Side:

➢ Take H1 Freeway West to the Wilder Exit.
➢ Travel West on Wilder Avenue.
➢ Take a Left turn onto Keeaumoku Street.
➢ Continue down Keeaumoku Street until you see a large ramp going up to Ala Moana Center.
➢ Go to the top of the ramp and take a left turn.
➢ This will take you into the parking structure.
➢ You will see a ramp to your left that will take you to the roof parking deck.
➢ Macy's is located on the Oceanside of the Roof Deck Parking.
➢ Ala Moana Pacific Center is the Blue/Green Glass Building on the Mountainside.
➢ Park in the lot and take the escalator to the elevator in the center of the building.
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ICSD Downtown Location

The ICSD Lab is located at 1177 Alakea Street, Room 303. Alakea Street is one way running Mauka.

The Capitol Center (Keone Ana) building is located on the corner of Alakea and S.Beretania streets, just past the District Court House (Kauikeaouli Hale). You may access the building from Alakea Street. The computer lab is located on the 3rd floor.

Parking: Arrangements are the responsibility of the registrants. Nearest public parking is at Ali'I Place also located on Alakea Street. The parking entrance is on Alakea Street.

Metered Parking within the civic center area is limited and usually limited to 2 hours.

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